

**2013 FCC EEO Public File Report for Charter Communications  
12365 - COE Olmsted Cnty MN**

***This Report Covers September 1, 2012 through August 31, 2013***

**Total Number of Full-Time Vacancies Filled During This Period: 238**  
**Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 450**

*Please see attached the Recruitment Source List that includes recruitment source contact information.*

**FULL-TIME VACANCIES FILLED**

State MN  
FCC Unit 12365 - COE Olmsted Cnty MN

Req #	Job Title	Recruitment Source(s) Used to Fill the Vacancy	Interviewees Referred by Each Recruitment Source	Number Hired
1302201	Administrative Assistant II	Charter.com	2	1
		Post Bulletin Newspaper	2	0
		Charter Chat - Employee Newsletter	0	0
		Email to Current Charter Employees	0	0
		MN State Job Service	1	0
		DirectEmployers	0	0
<b>1302201 Total</b>			<b>5</b>	<b>1</b>
1203931	Mgr, Cust Care Trning Delivery	Charter.com	4	0
		Employee Referral	1	1
		Post Bulletin Newspaper	1	0
		Monster.com	0	0
		Charter Chat - Employee Newsletter	0	0
		Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		MN State Job Service	0	0
		DirectEmployers	0	0
<b>1203931 Total</b>			<b>6</b>	<b>1</b>
1204525	Mgr, Workforce Cust Care	Charter.com	2	1
		Post Bulletin Newspaper	0	0
		Monster.com	0	0
		Charter Chat - Employee Newsletter	0	0
		Hero 2 Hired	0	0
		MN State Job Service	0	0
		DirectEmployers	0	0
<b>1204525 Total</b>			<b>2</b>	<b>1</b>
1204348	Operations Analyst I	Charter.com	10	1
		Post Bulletin Newspaper	0	0
		Charter Chat - Employee Newsletter	0	0

1204348	Operations Analyst I	Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		MN State Job Service	0	0
		DirectEmployers	0	0
<b>1204348 Total</b>			<b>10</b>	<b>1</b>
1204390	Rep I, Video Repair	Charter.com	24	13
		Employee Referral	11	5
		Post Bulletin Newspaper	1	1
		Charter Chat - Employee Newsletter	0	0
		MN School of Business	0	0
		Rochester Community and Technical College	0	0
		Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		MN State Job Service	3	1
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1204390 Total</b>			<b>39</b>	<b>20</b>
1205018	Rep I, Video Repair	Charter.com	21	11
		Employee Referral	17	7
		Post Bulletin Newspaper	14	9
		Charter Chat - Employee Newsletter	0	0
		MN School of Business	0	0
		Rochester Community and Technical College	0	0
		Job Fair - Rochester MN Call Center	7	0
		Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		MN State Job Service	0	0
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1205018 Total</b>			<b>59</b>	<b>27</b>
1205155	Rep I, Video Repair	Charter.com	4	2
		Employee Referral	5	4
		Charter Chat - Employee Newsletter	0	0
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
<b>1205155 Total</b>			<b>9</b>	<b>6</b>
1205509	Rep I, Video Repair	Charter.com	15	11
		Employee Referral	8	4

1205509	Rep I, Video Repair	Post Bulletin Newspaper	1	1
		Charter Chat - Employee Newsletter	0	0
		MN School of Business	0	0
		Job Fair - Rochester MN Call Center	1	1
		Hero 2 Hired	0	0
		MN State Job Service	1	1
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1205509 Total</b>			<b>26</b>	<b>18</b>
1205924	Rep I, Video Repair	Charter.com	12	6
		Employee Referral	11	7
		Television Ad	1	0
		Post Bulletin Newspaper	4	3
		Charter Chat - Employee Newsletter	0	0
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
<b>1205924 Total</b>			<b>28</b>	<b>16</b>
1301256	Rep I, Video Repair	Charter.com	22	10
		Employee Referral	19	12
		Post Bulletin Newspaper	2	1
		Monster.com	2	0
		Charter Chat - Employee Newsletter	0	0
		Rochester Community and Technical College	1	1
		Hero 2 Hired	0	0
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1301256 Total</b>			<b>46</b>	<b>24</b>
1301740	Rep I, Video Repair	Charter.com	13	9
		Employee Referral	12	6
		Post Bulletin Newspaper	2	1
		Monster.com	1	0
		Charter Chat - Employee Newsletter	0	0
		Job Fair - Rochester MN Workforce Center	2	2
		Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		MN State Job Service	1	0
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0

1301740	Rep I, Video Repair	Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1301740 Total</b>			<b>31</b>	<b>18</b>
1302097	Rep I, Video Repair	Charter.com	9	7
		Employee Referral	17	12
		Post Bulletin Newspaper	6	5
		Charter Chat - Employee Newsletter	0	0
		Job Fair - Rochester MN Workforce Center	1	1
		Hero 2 Hired	0	0
		MN State Job Service	1	1
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1302097 Total</b>			<b>34</b>	<b>26</b>
1302656	Rep I, Video Repair	Charter.com	6	4
		Employee Referral	12	9
		Post Bulletin Newspaper	6	4
		Charter Chat - Employee Newsletter	0	0
		Job Fair - Rochester Community and Technical College/Post Bulletin	2	0
		Hero 2 Hired	0	0
		MN State Job Service	1	1
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1302656 Total</b>			<b>27</b>	<b>18</b>
1303204	Rep I, Video Repair	Charter.com	16	14
		Employee Referral	38	21
		Television Ad	1	1
		Post Bulletin Newspaper	3	1
		Charter Chat - Employee Newsletter	0	0
		Job Fair - Rochester MN Workforce Center	2	0
		Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		MN State Job Service	2	0
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
<b>1303204 Total</b>			<b>62</b>	<b>37</b>
1303693	Rep I, Video Repair	Charter.com	22	7

1303693	Rep I, Video Repair	Employee Referral	28	12
		Post Bulletin Newspaper	4	3
		Charter Chat - Employee Newsletter	0	0
		Hero 2 Hired	0	0
		MN State Job Service	3	1
		Alliance of Chicanos, Hispanics & Latin Americans	0	0
		Intercultural Mutual Assistance Association	0	0
		Rochester International Youth Organization	0	0
		Women's Shelter	0	0
		DirectEmployers	0	0
1303693 Total			57	23
1303930	Technical Specialist I	Charter.com	7	1
		Employee Referral	1	0
		Post Bulletin Newspaper	0	0
		Monster.com	1	0
		Charter Chat - Employee Newsletter	0	0
		MN School of Business	0	0
		Email to Current Charter Employees	0	0
		Hero 2 Hired	0	0
		DirectEmployers	0	0
1303930 Total			9	1
Grand Total			450	238

# RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Alliance of Chicanos, Hispanics and Latin Americans	1504 13th Ave NE	Rochester, MN 55906	Miguel Valdez	507-398-8009	N	0
Charter Chat - Employee Newsletter	5720 Bandel Rd NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	0
Charter.com	5720 Bandel Rd NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	189
DirectEmployers	9002 N. Purdue Road, Suite 100	Indianapolis, Indiana 46268		317-874-9000	N	0
Employee Referrals	5720 Bandel Rd NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	180
Hero 2 Hired	1400 Defense Pentagon	Washington, DC 20301-1400		703-571-3343	N	0
Intercultural Mutual Assistance Association	2500 Valleyhigh Dr NW	Rochester, MN 55901	Armin Budimlic	507-289-5960	N	0
Email to Current Charter Employees	5720 Bandel Rd NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	0
MN School of Business	2521 Pennington Dr NW	Rochester, MN 55901	Cris Gore	507-535-8050	N	0
MN State Job Service	1st National Bank Building 332 Minnesota Stre	Saint Paul, MN 55101-1351		651-259-7114	N	13
Monster.com	5720 Bandel Rd NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	4
Career Fair - Post Bulletin/RCTC	Ramada Hotel & Conference Center	Rochester, MN 55902	Heather Kester	507-285-7650	N	2
Career Fair - Rochester MN Call Center	5720 Bandel Rd NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	8
Career Fair - Workforce Center	300 11th Ave NW Suite 114	Rochester, MN 55901	Bruce Thompson	507-292-5174	N	5
Post Bulletin Newspaper	18 1st Ave SE PO Box 6118	Rochester, MN 55903	Leann Lepa	507-285-7650	N	46
Rochester Community and Technical College	855 30th Ave SE	Rochester, MN 55904	Rose Conway	507-285-7260	N	1
Rochester International Youth Organization	1405 Marion Rd SE Suite 105 PO Box 8456	Rochester, MN 55903	Mustafa Sharif	507-271-9254	N	0
Television Ad (Local Office Programming)	3993 Heritage Place NW	Rochester, MN 55901	Laura Kuhlman	507-535-7879	N	2
Women's Shelter	PO Box 457	Rochester, MN 55903	Suzie Christenson	507-285-1010	N	0

**Supplemental Recruitment Initiatives:**

#	Name	Date	Description
1	Rochester, MN Call Center Job Fair	10/17/2012	The Charter Rochester MN Call Center hosted an on-site Job Fair, as advertised in the local Rochester MN Post Bulletin Newspaper
2	Rochester, MN Call Center Job Fair	10/19/2012	The Charter Rochester MN Call Center hosted an on-site Job Fair, as advertised in the local Rochester MN Post Bulletin Newspaper
3	Hiring and Selection Training (onsite)	1/9/2013	Training provided to Supervisors and Managers regarding the recruitment process, our EEO/Affirmative Action plan, preventing discrimination and EEO.
4	Workforce Center Job Fair	2/27/2013	Attended a job fair along with 20 other local employers at the Rochester Workforce Center from 9 AM until 12 Noon
5	Interviewing Training (for new Supervisors)	4/22/2013	Training provided by HR Manager to newly hired Supervisors outlining how to conduct legal and effective interviews based on Charter's behavioral interviewing program.
6	Rochester Community and Technical College	4/24/2013	Attended a job fair along with 60 other local employers, sponsored by RCTC, the Post Bulletin and the Workforce Center
7	Interviewing Training (for new Supervisors)	6/20/2013	Training provided by HR Manager to newly hired Supervisors outlining how to conduct legal and effective interviews based on Charter's behavioral interviewing program.
8	LINK (Job Shadowing Program for existing employees)	n/a	A five phase program designed to introduce call center employees to other positions/promotional opportunities within Charter via a Job Shadowing program.